Londonist DMC– Weekly Comparable Operational Report

Reporting Period: 09/07/2025 – 16/07/2025 vs 02/07/2025 – 09/07/2025

🔹 1. Volume Overview – Check-In / Check-Out / Extension

Metric	02/07 – 09/07	09/07 – 16/07	Difference
Check-In	189	214	+25
Check-Out	193	259	+66
Extension	20	26	+6

Insight: Check-ins climbed by 13%, indicating strong mid-July demand. Check-outs surged (+66), suggesting end-of-stay turnover. Extensions also grew, showing positive retention efforts.

🔹 2. Top Providers by Check-In Volume

Provider	02/07 – 09/07	09/07 – 16/07	Change
Chapter	83	65	-18
Unite Students	22	46	+24
IQ Students	48	36	-12
VitaStudent	17	17	0

Insight: Unite made a significant comeback with +24 check-ins. Chapter remained dominant. IQ saw a minor dip.

🔹 3. Top Residences by Check-In Volume

Residence	02/07 – 09/07	09/07 – 16/07	Change
Drapery Place	22	46	+24
White City Residence	15	4	-9
King's Cross Residence	10	23	+13
Spitalfields	12	7	-5
Islington Residence	9	5	-4
Dashwood Studios	15	6	-9
IQ Shoreditch	5	8	+3

Residence	02/07 – 09/07	09/07 – 16/07	Change
Portobello Residence	12	2	-10
Highbury Residence	5	5	-
Lewisham Exchange	–	17	+17

Insight: Drapery Place led growth with a surge of +24 check-ins. King's Cross, IQ Shoreditch and Lewisham Exchange also showed promising increases.

🔷 4. Nationality Breakdown – Check-In Share (%)

Country	02/07 – 09/07	09/07 – 16/07	Change (pp)
Unselected	34.9%	42.1%	+7.2
India	4.2%	15.4%	+11.2
China	16.9%	8.4%	-8.5
Turkey	8.5%	8.4%	-0.1
United Kingdom	5.8%	3.7%	-2.1
United States	3.3%	3.3%	–

Insight: Indian nationals rose significantly as a proportion of check-ins. However, the number of unselected entries spiked — urging stronger nationality data compliance. Chinese check-ins dropped sharply (-8.5pp), likely due to rotation gaps.

🔷 4B. Availability & Occupancy Overview

Metric	02/07 – 09/07	09/07 – 16/07	Change
Total Rooms	1,787	1,787	–
Full Rooms	1,732	1,696	-36
Available Rooms	54	90	+36
Stopped Rooms	1	1	–
Availability Ratio	3.1%	5.1%	+2.0 pp
Occupancy Ratio	96.9%	94.9%	-2.0 pp

Top 5 Residences by Available Room Count:

Residence	02/07 – 09/07	09/07 – 16/07
IQ Kingston	21	17

Drapery Place	7	17
South Bermondsey	6	–
Landale House	5	5
Therese House	4	–
Finsbury House	–	5
IQ Paris Gardens	–	5
IQ Shoreditch	–	5

Top 5 Residences by Availability Ratio (%):

Residence	02/07 – 09/07	09/07 – 16/07
IQ Kingston	51%	42%
Landale House	33%	33%
South Bank	10%	–
Highbury II	9%	–
South Bermondsey	8%	–
Finsbury House	–	30%
New Cross	–	19%
IQ Paris Gardens	–	13%

Insight: Availability rose across the board (+36 rooms). Drapery and Finsbury saw notable gains. IQ Kingston and Landale House remain top in both count and ratio.

🔷 5. Operational Issues Summary (All-Time & Live Analysis)

Metric	All Time
Total Tickets	653
Opened Tickets	39
In Progress	37
Closed Tickets	577
Unassigned	130

Unresolved by Priority (%):

- Urgent: 18.4%
- High: 65.8%
- Medium: 11.8%

- Low: 3.9%

Unresolved by Category (Top Issues):

- General Residence Problems: 8
- Financial Requests: 14
- Room Cleaning Request: 7
- Compensation Request: 13
- Missed Product: 5
- Other:13

Overdue Tickets by Assignee:

- Davide Brunero: 8 (4 opened + 4 in progress)
- Zeynep Turan: 2 (1+1)
- Mohammed Godhrawala: 8 (5+3)
- Richard Champkins: 12 (1+11)

Overdue by Category:

- Compensation Request: 13
- Room Cleaning: 6
- Missed Product: 5
- Product Request: 2
- Room Change Request: 1

Insight: Compensation tickets have risen sharply and dominate overdue. Room Cleaning remains consistently problematic. Unassigned ticket volume is high, indicating gaps in internal routing and resolution flow.